

Measuring Quality and Progress Toward Reform

North Carolina
Legislative Oversight
Committee

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Valerie Bradley, Human Services
Research Institute

Steve Day, Technical Assistance
Collaborative, Inc.

What We Will Cover



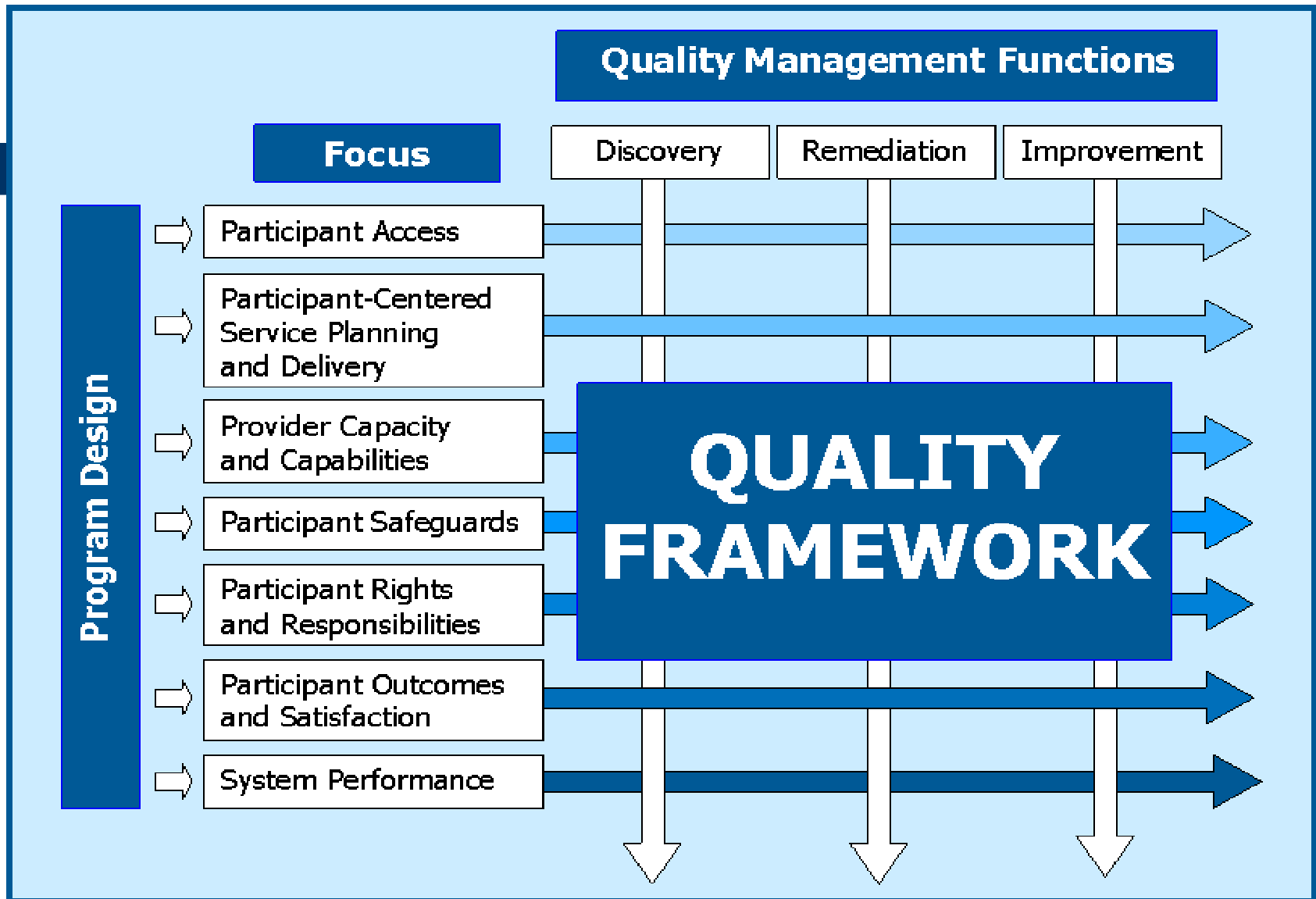
- Why it is important to measure performance
- Recent trends in performance measurement
- Changes in federal expectations
- National examples of performance indicators
- Hallmarks of reform in North Carolina
- Ways to report on the accomplishment of reforms in the state
- Examples of the possible performance templates

Importance of Performance Measurement

- Increasing complexity of service systems
- Pressures from federal funders
- Reporting to stakeholders
- Enhancing accountability
- Need to know what works and
- what doesn't



CMS Quality Framework



Pressure for Accountability to the Public

- Need to show outcomes for money invested
- Legislators need data to judge impact of policy and system change
- State and federal policy makers setting out specific benchmarks to judge accomplishments
- Impossible to judge performance unless you understand impact on individuals and families

Need to Sort the Wheat From the Chaff

- Public funds are a finite resource
- Need to ensure that funds are spent for services and supports that improve the quality of people's lives
- Need to understand best practice
- Need to abandon service models that are not evidence based



National Examples

- National Core Indicators
- HEDIS
- MHSIP
- NOMS (Mental Health and Substance Abuse)
- Council on Quality and Leadership

Hallmarks of Mental Health Reform in North Carolina

- Advancement of best practice
- Standardization of best practice across the state
- Involvement of people with disabilities and their families in governance
- Improvement of the quality of life of people with disabilities
- Development of a more effective and efficient service system



The slide features a large green rectangular area on the left side. A white semi-circle is cut out from the right edge of this green area. The title 'Domains of Performance' is centered within this white semi-circle. A dark blue horizontal bar with rounded ends extends from the right edge of the green area, passing through the white semi-circle.

Domains of Performance

Access



- Elapsed time for service initiation
- Consumer report of convenience and accessibility
- Consumer choice of evidence based and best practice service options
- Priority consumer penetration rates

Consumer Focused Outcomes

- Hours of employment
- Consumer choice in working and living arrangements
- Living in affordable permanent housing
- Consumer health and behavioral health status

Individualized Planning and Supports

- Consumer report of participation in individual planning
- Consumer report that services are consistent with their needs and choices
- Consumers and families report that information and supports are available to assist them to make informed choices

Promotion of Best Practices

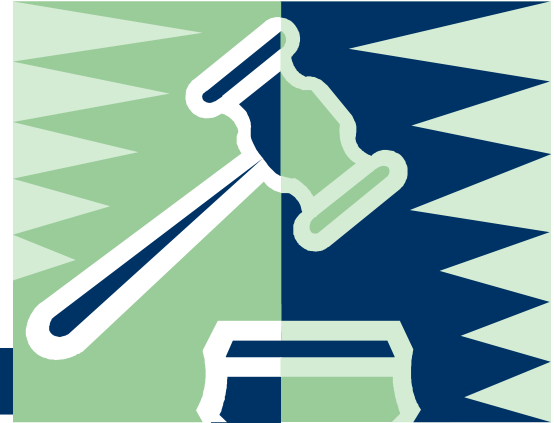


- Tracking access to and utilization of evidence based and promising practices through claims data
- Consumer report of choice and access to evidence based and promising best practices

Quality Management System

- Proportion of individual plans that include services and supports that match assessed need and consumer choices
- Proportion of people actually receiving the services and supports contained in their individual plans
- Consumer report of attainment of personal goals
- Tracking and reporting of sentinel health and safety issues
- Implementation of state and local quality management/quality improvement plans

Rights and Respect



- Consumers report that their privacy is respected
- Proportion of consumers exercising their civil rights
- Consumer report of being informed of due process and grievance rights
- Consumers are free from restraints

Stakeholder Involvement and Governance



- Consumers and families are fully represented in governance boards
- Consumer/Family Advisory Committees are active and effective in each service area
- Local government officials are actively involved in system governance

System Efficiency and Effectiveness

- Percentage of total funds spent according to evidence based practices
- Overall proportion of funds spent on direct consumer services and supports
- Analysis of the ratio between improved consumer outcomes and the costs of services provided

Prevention and Early Intervention

- Documentation of regular community outreach and education
- Inclusion of advance directives in individualized plans
- Consumer report of choice, hope, and empowerment related to recovery

North Carolina Data Sources



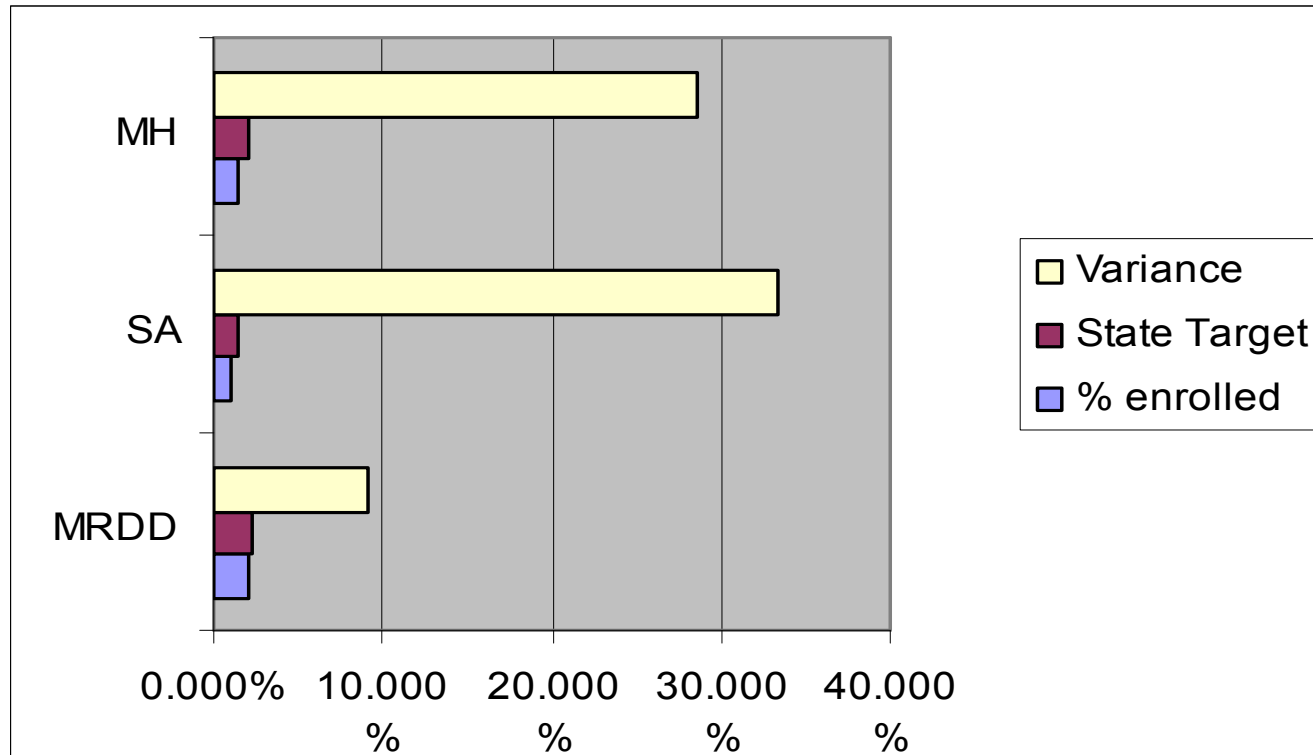
- Claims files (MMIS, IPRS)
- Client Data Warehouse (CDW)
- Consumer Outcomes Indicators (COI)
- NC-TOPPS
- LME Quarterly and Annual Reports
- National Core Indicators Pilot Project

Examples of Possible Templates

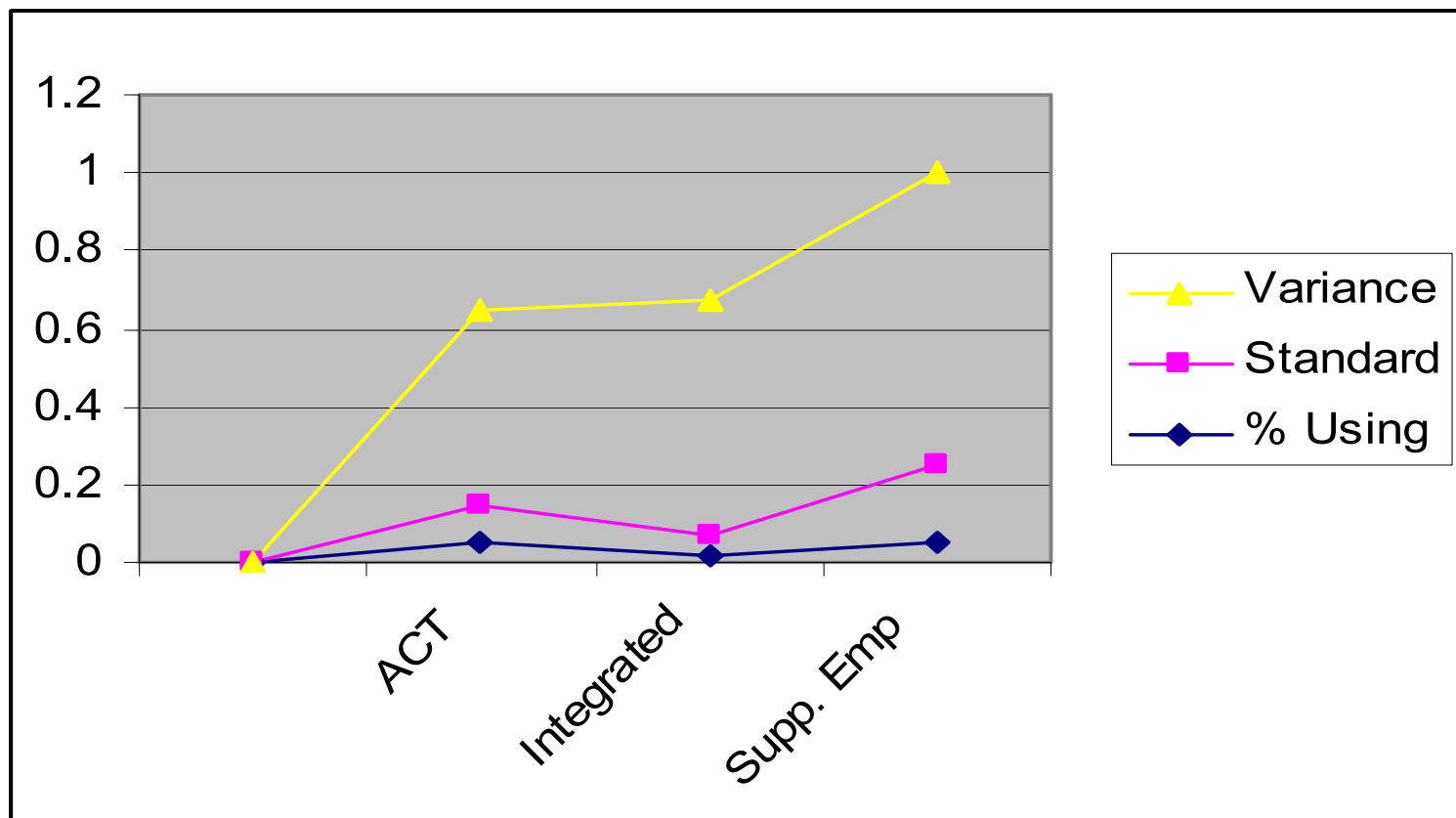
- Access
- Consumer Outcomes
- Evidence Based Practices



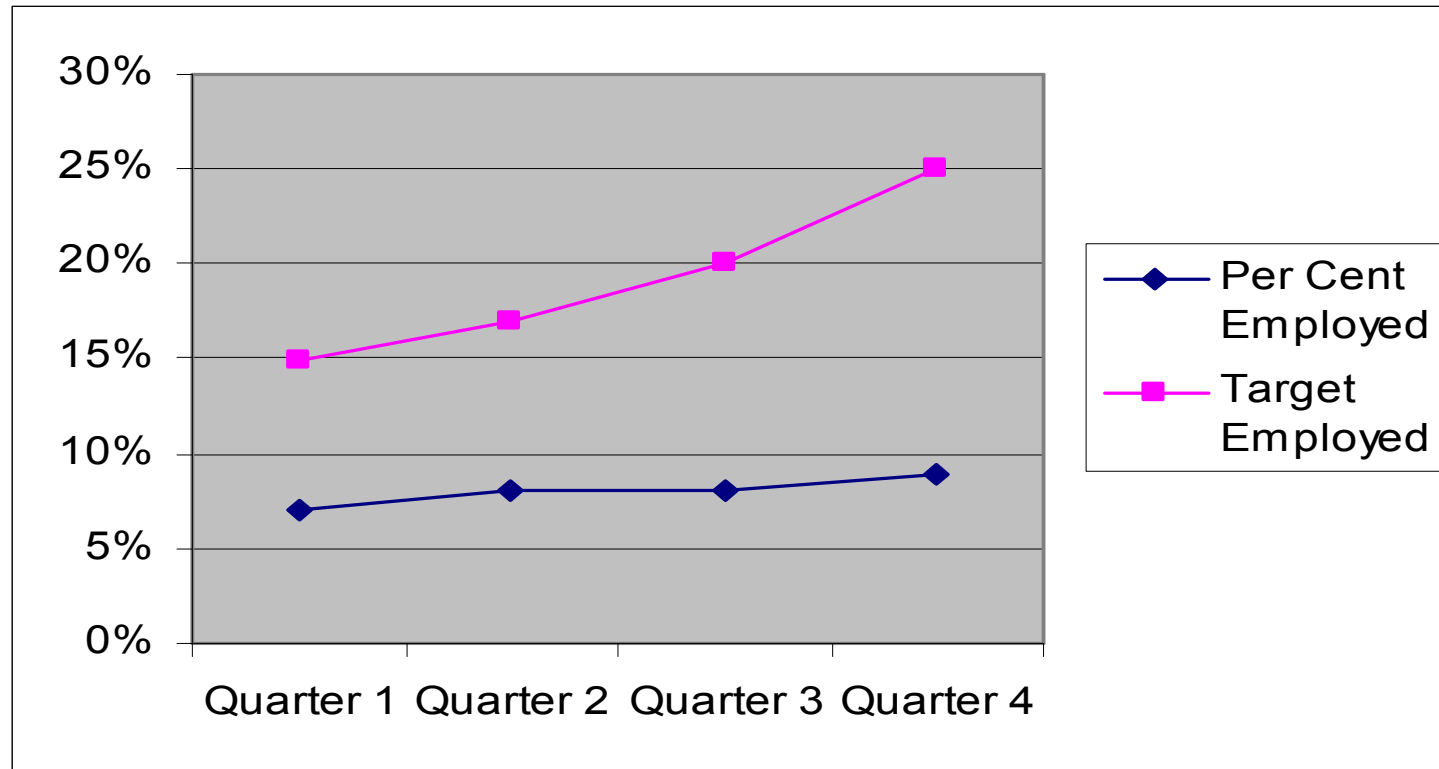
Access: Penetration Rates



Use of Best Practices: ACT, Integrated Co-occurring Services, and Supported Employment



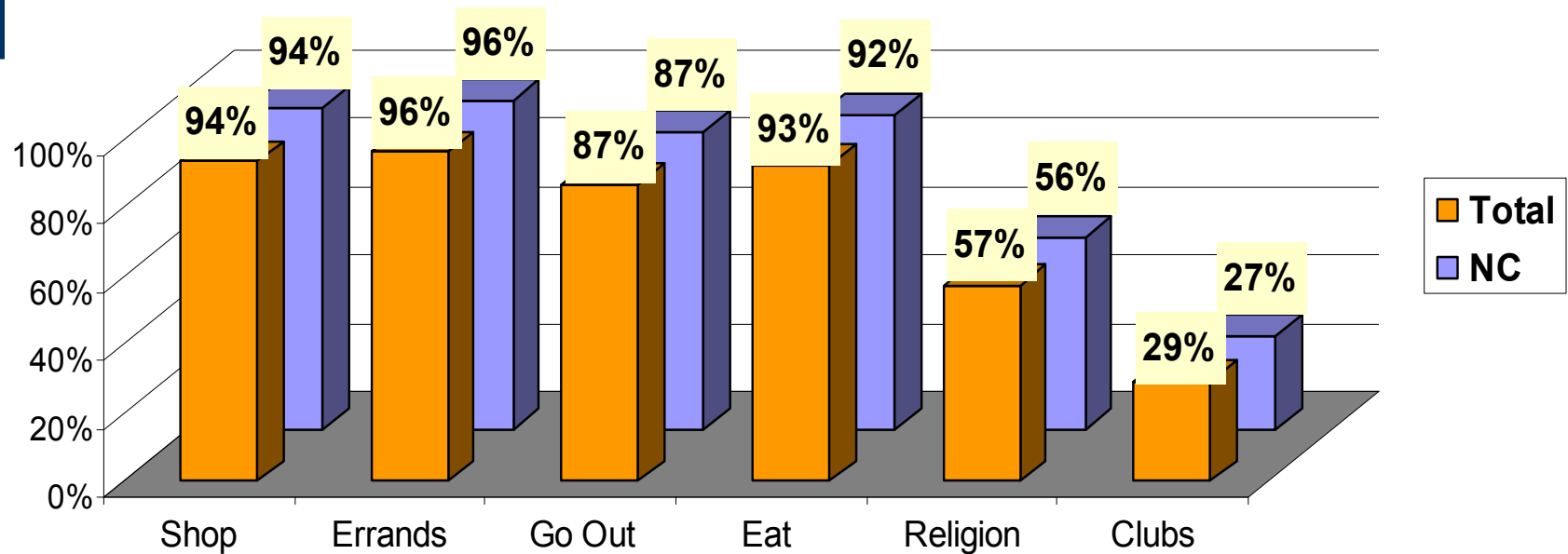
Employment



Examples of North Carolina Data from NCI

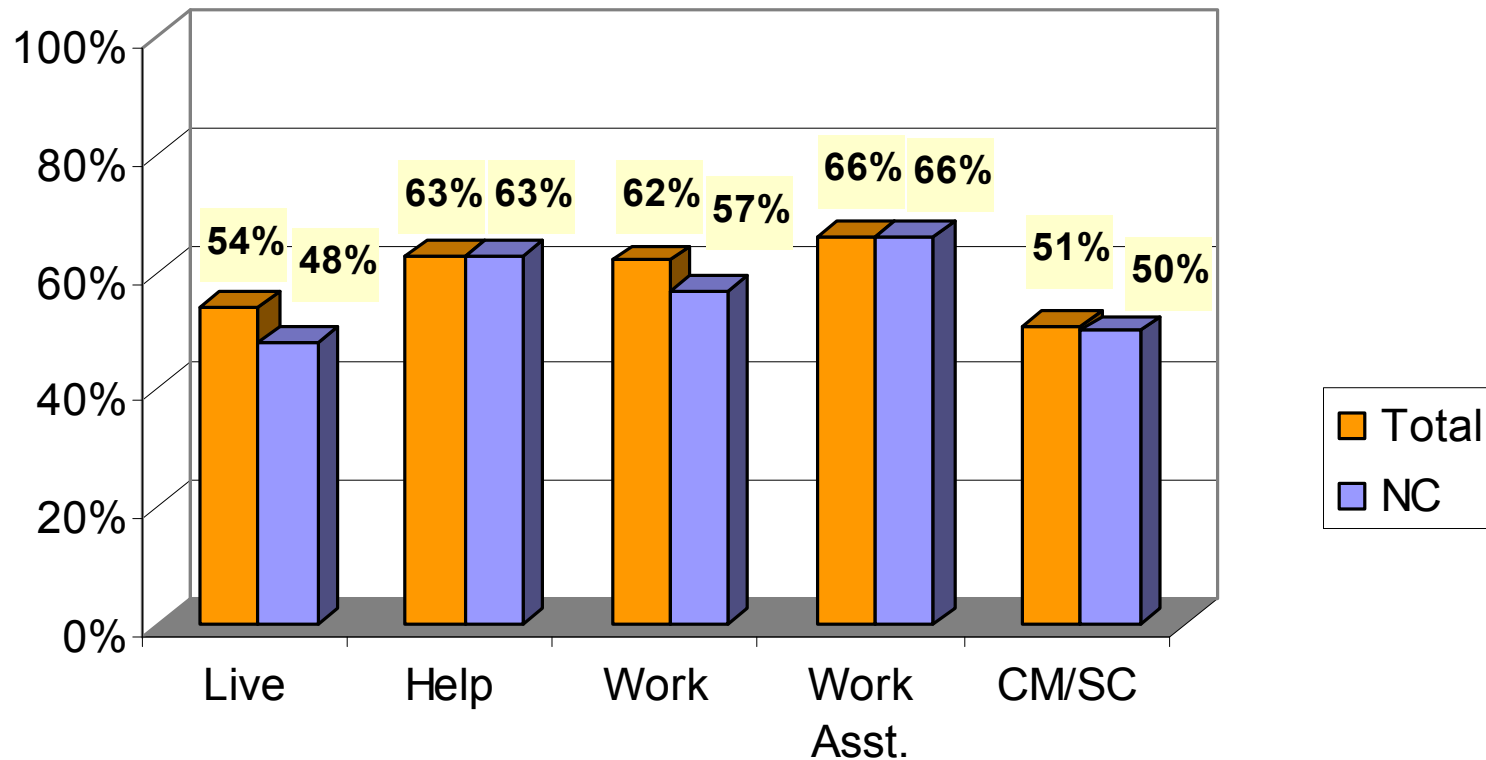
- Community Inclusion
- Decision-Making
- Service Coordination

Consumer Outcomes: Community Inclusion



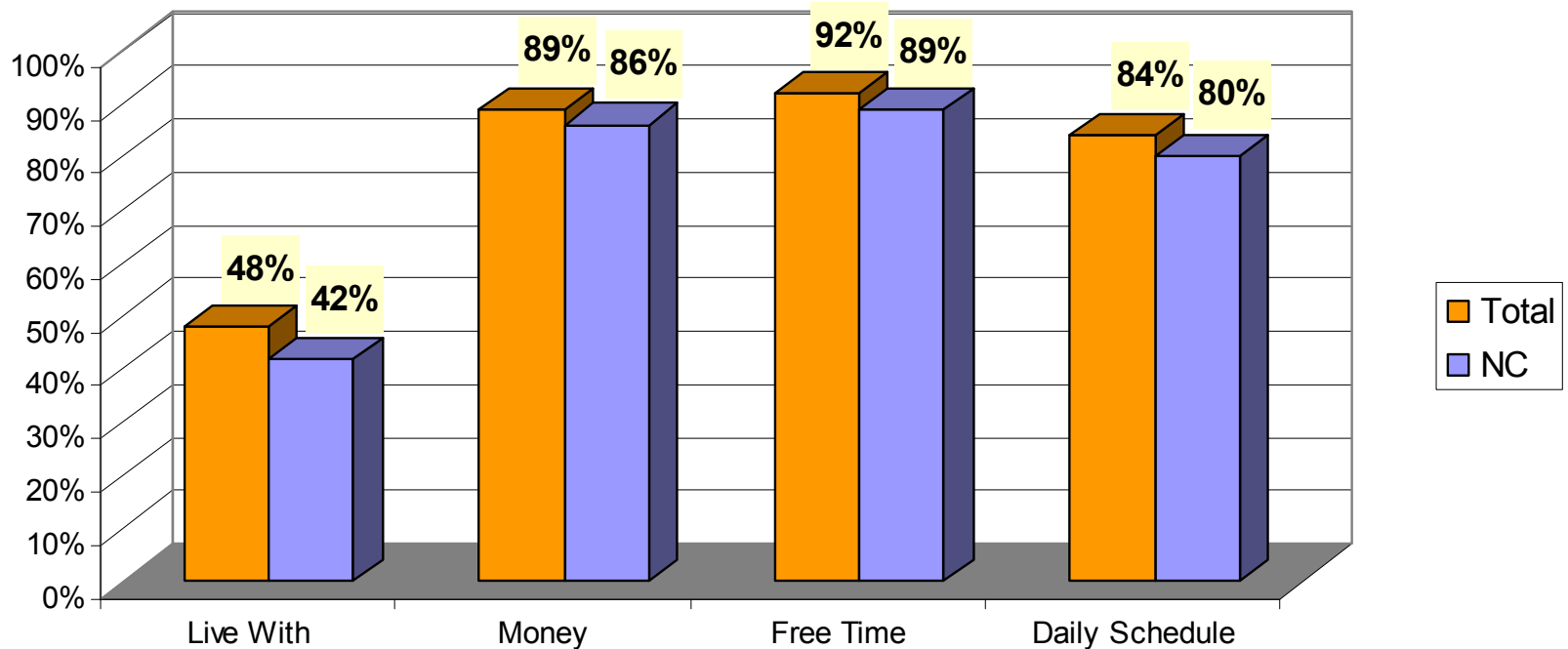
- Do you go shopping (Shop)?
- Do you go on errands or appointments (Errands)?
- Do you go out for entertainment (Go out)?
- Do you always eat at home, or sometimes go out to eat (Eat)?
- Do you go to religious services (Religion)?
- Do you go to clubs or other community meetings (Clubs)?

Choice and Decision-Making



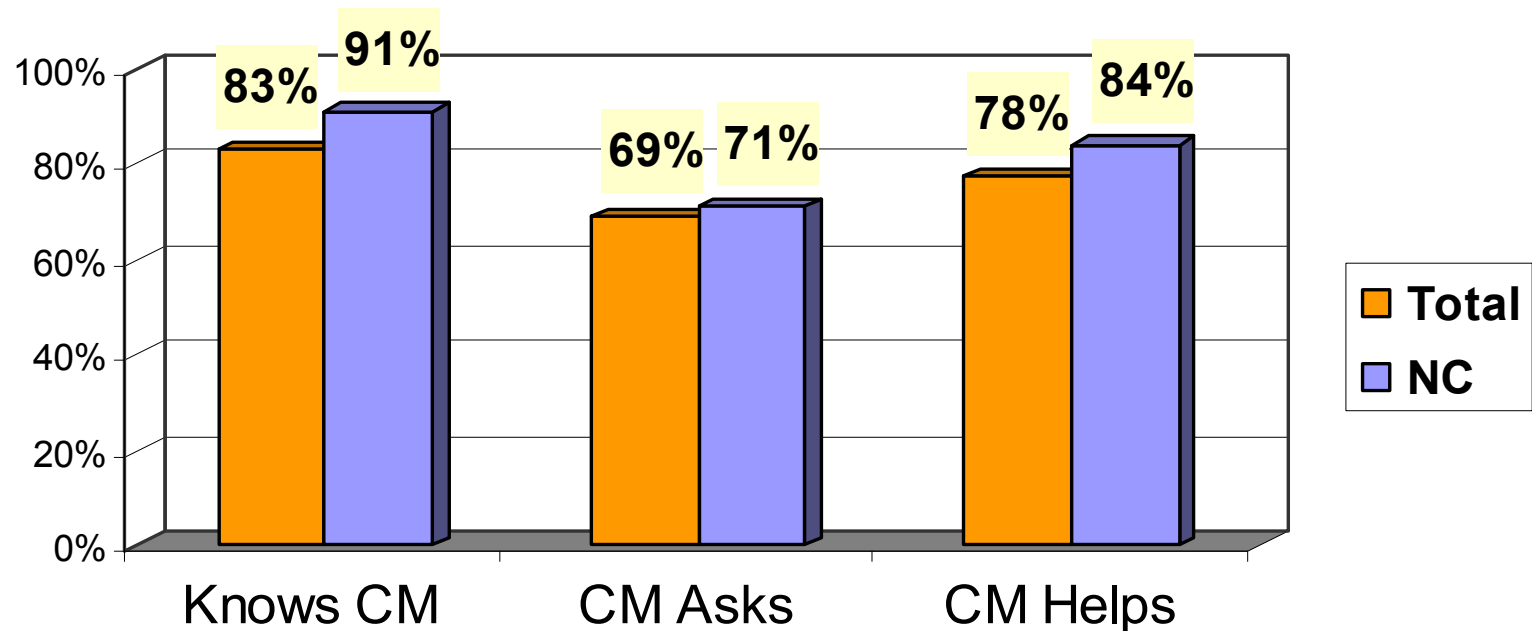
- Who chose the place where you live (Live)?
- Do you choose who helps you at home (Help)?
- Who chose the place where you work (Work)?
- Do you choose who helps you at work (Work Asst)?
- Did you choose your CM/SC (CM/SC)?

Choice and Decision-Making



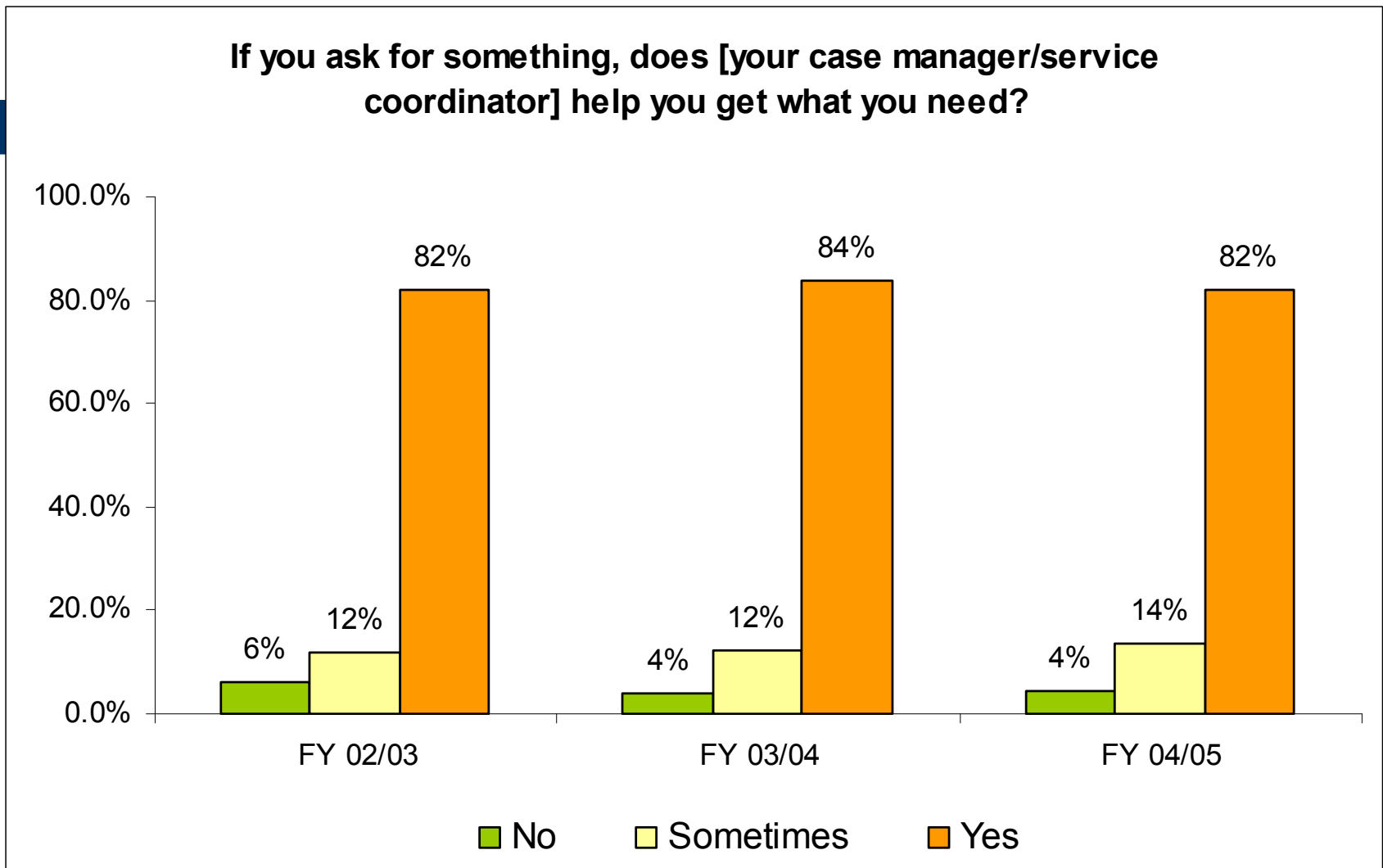
- Did you choose the people you live with (Live With)?
- Do you choose what to buy with your spending money (Money)?
- Who decides how you spend your free time (Free Time)?
- Who decides your daily schedule (Daily Schedule)?

Service Coordination



- Do you know your CM (Knows CM)?
- Does your CM ask what you want (CM Asks)?
- If you ask for something, does your CM help you get what you need (CM Helps)?

Longitudinal Data



Conclusion

- The State of North Carolina is currently collecting data that can be used to measure progress toward reform --NCI, NC-TOPPS, COI, CDW, etc.
- It's really all about analysis and interpretation
- You need to identify priorities, develop baselines, identify trends, and make improvements
- Most importantly, need to use it - -publish it and act on it...